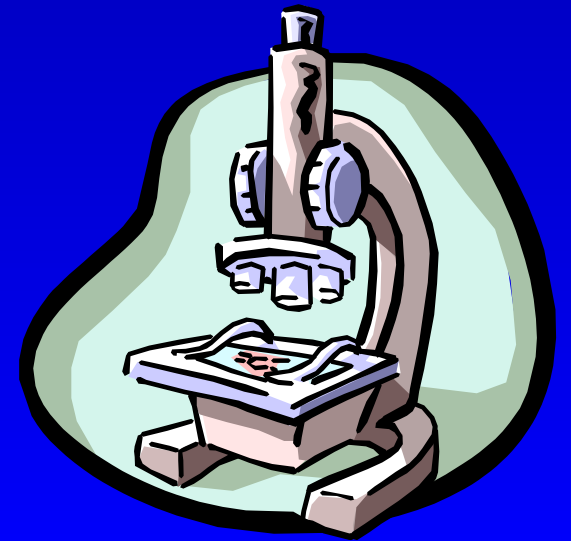


# Quality Indicators

Margaret Piper  
Vincent DeRisio



## Indicators - Issues

- Goals of Quality Indicators
- Data Sources for Quality Indicators
- Scope of Quality Indicators
- Developers of Quality Indicators
- Access to Quality Indicators
- Reporting of Quality Indicators
- Facilitating factors & barriers to participation

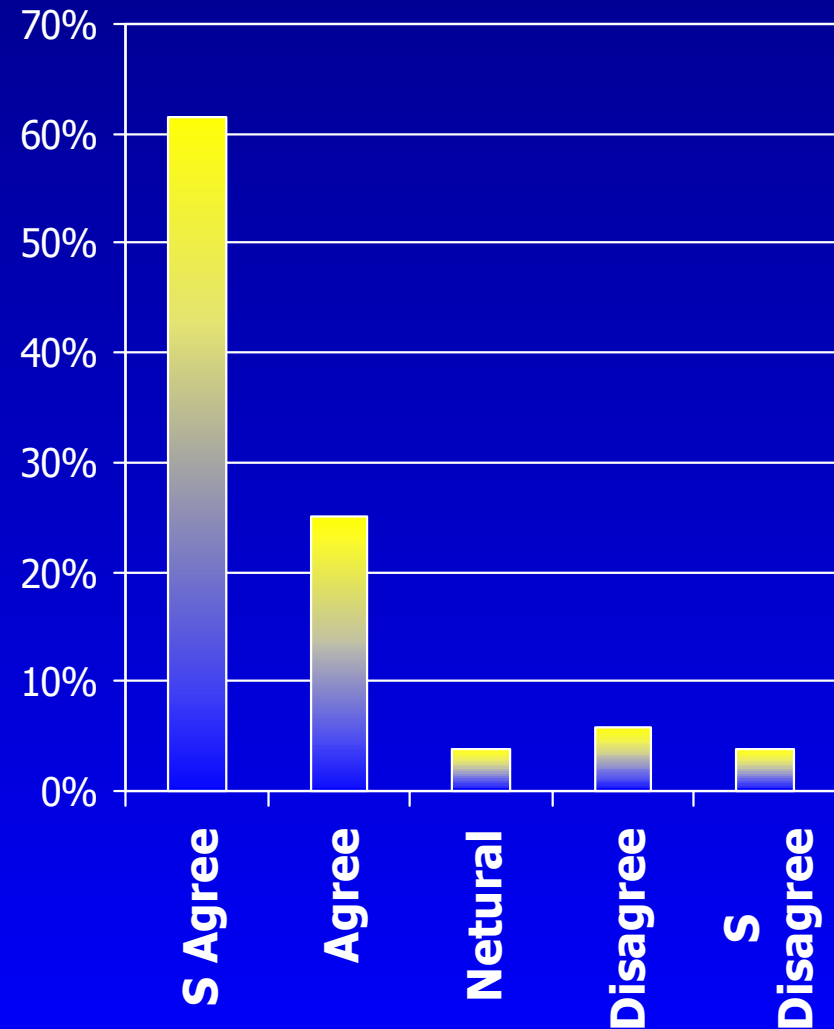
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# Most participants believe access is important

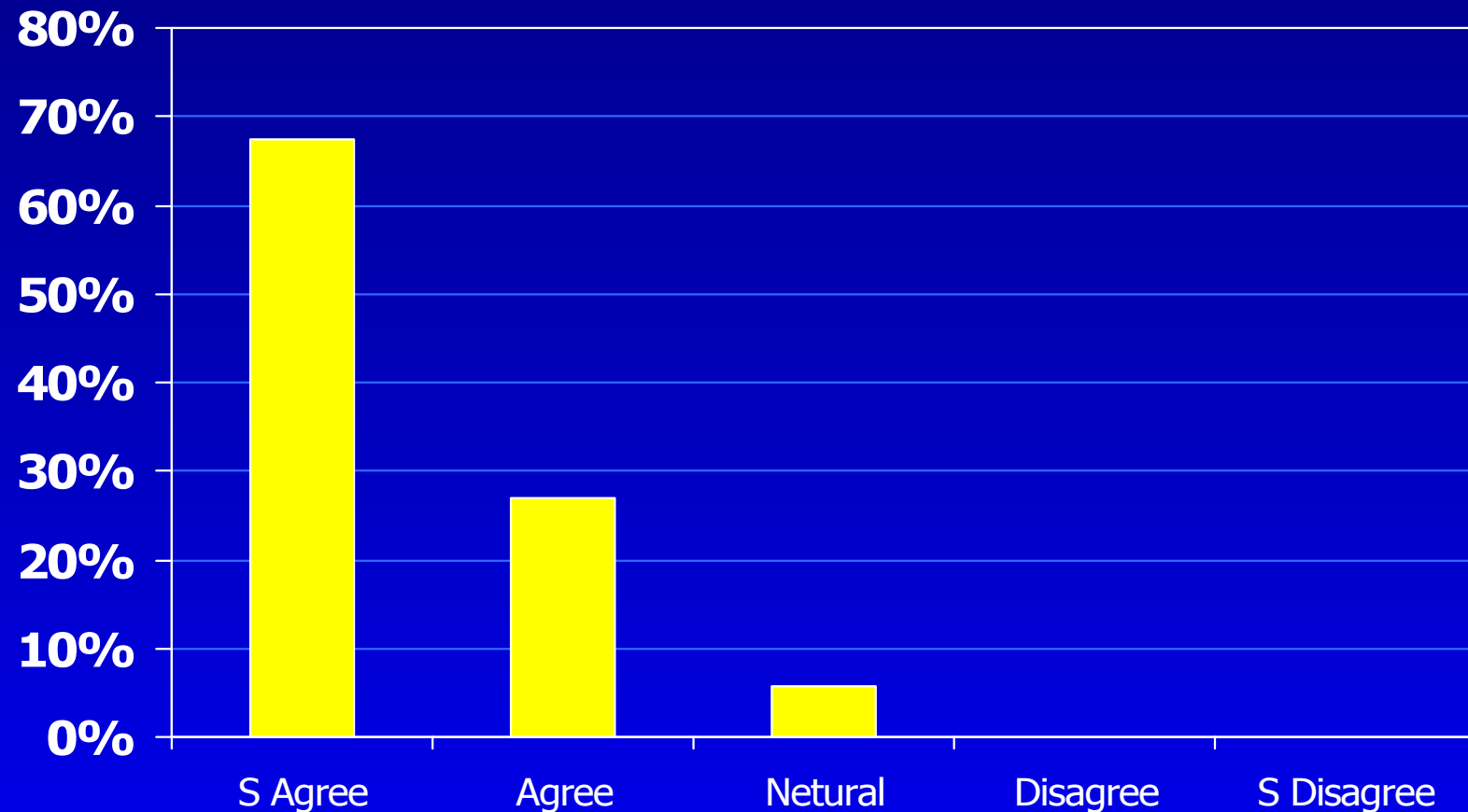
- Discussion

- Needs clarification
- Is access an appropriate indicator?
- Can someone have quality healthcare without access to laboratory services?



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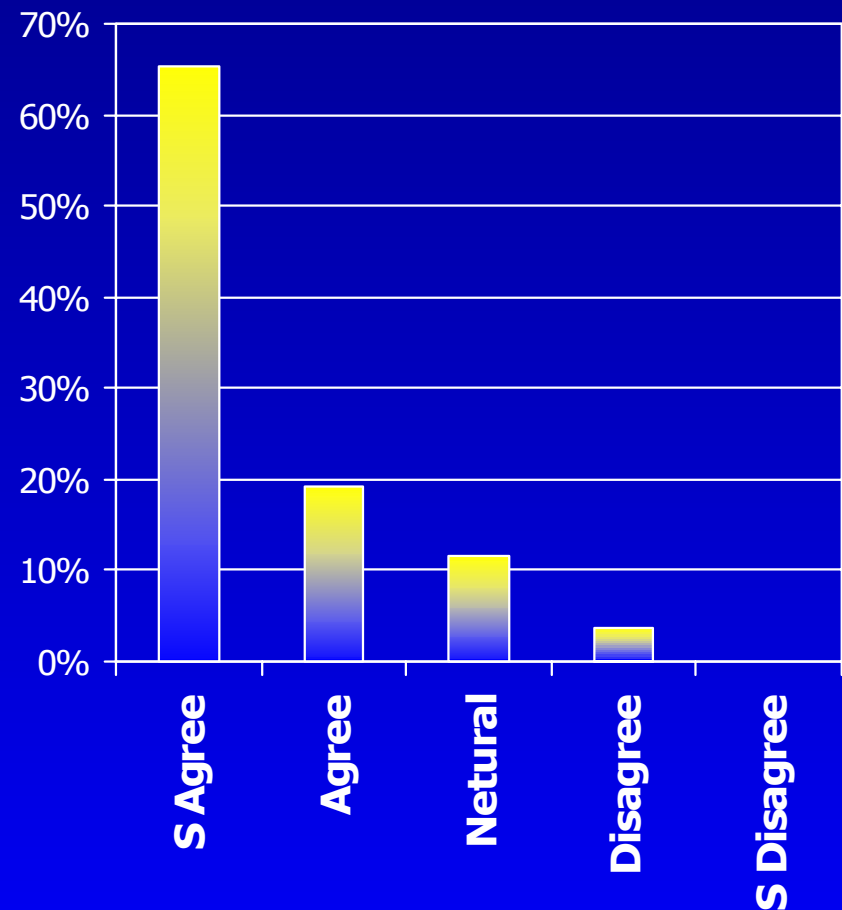
# Nearly All Agreed QIs Are Needed For Appropriate Use Of Tests



Comment: Appropriateness needs better definition – one group defined the term to mean correct.

# Tests Should Selectively Be Quality Indicators

- Appropriate for only certain conditions
- Feasibility of monitoring
  - Financial constraints
  - Logistic constraints
- Need guidelines for best practices



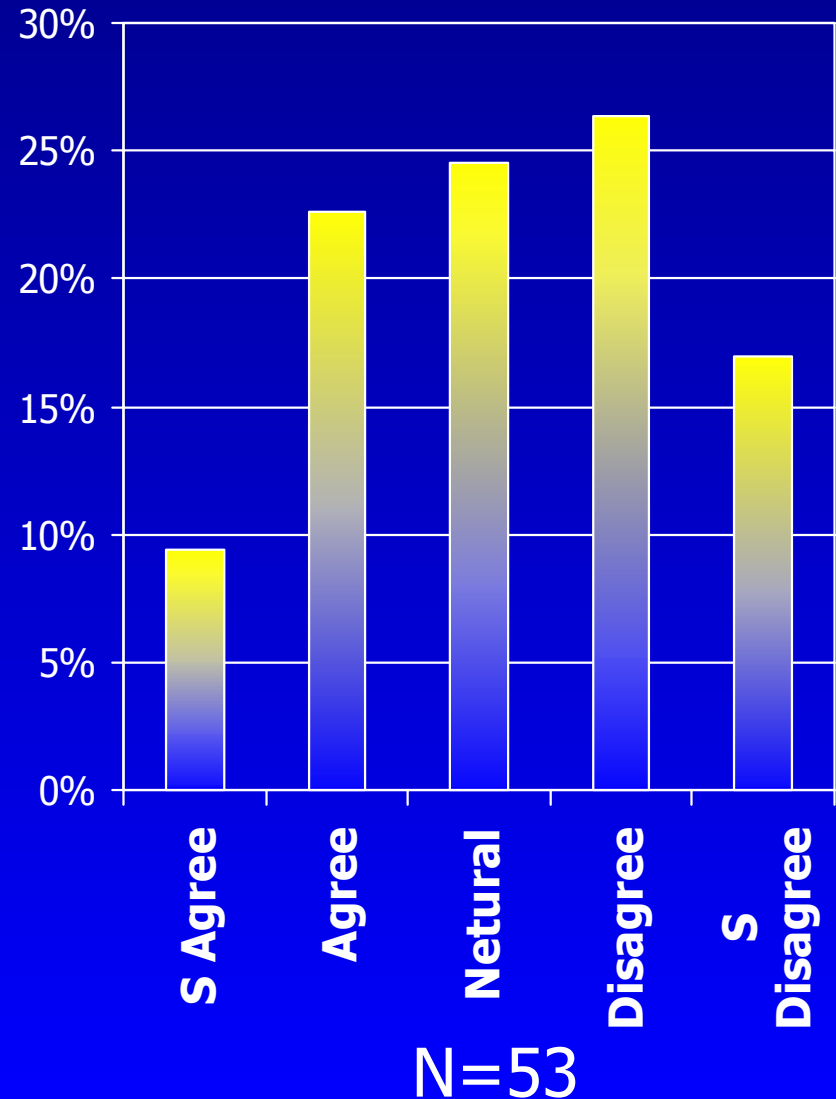
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# There Was A Mixed Response Regarding Voluntary Participation

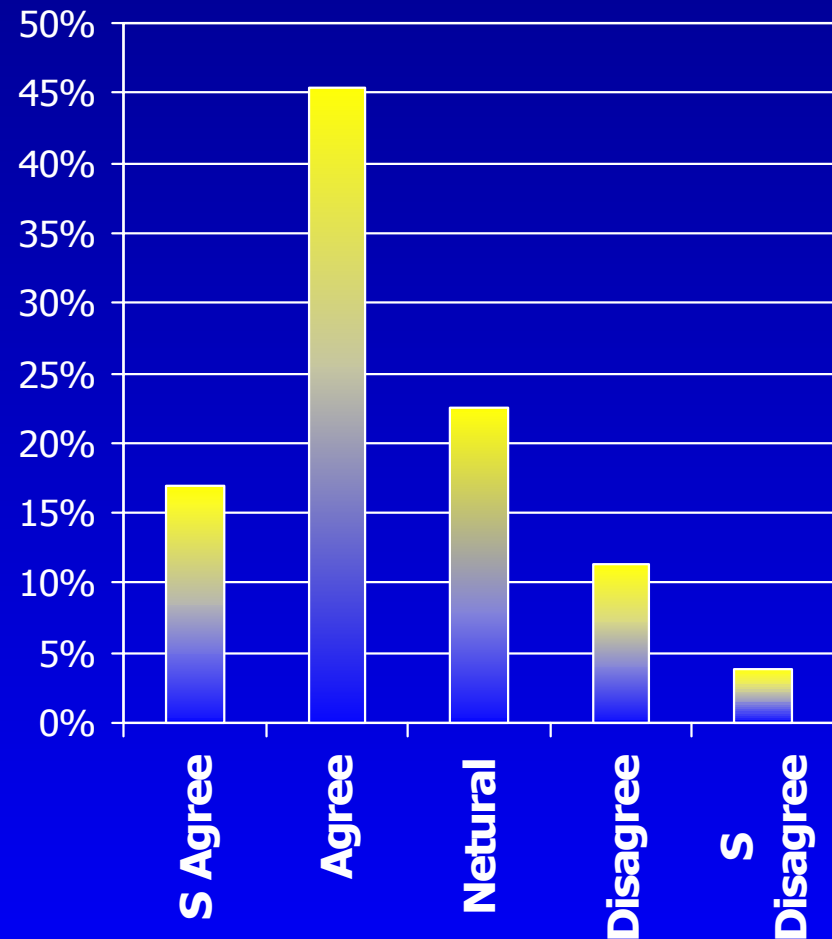
- Problematic labs might be least likely to participate
  - Leading to possibly biased data with respect to findings
- Perhaps an incentive might encourage voluntary participation





## Mandatory Participation Engendered A Similar Schizophrenic Response

- More agreed on mandatory participation
- If punitive then there's a risk some may "game" the system
- Another unfunded mandate?

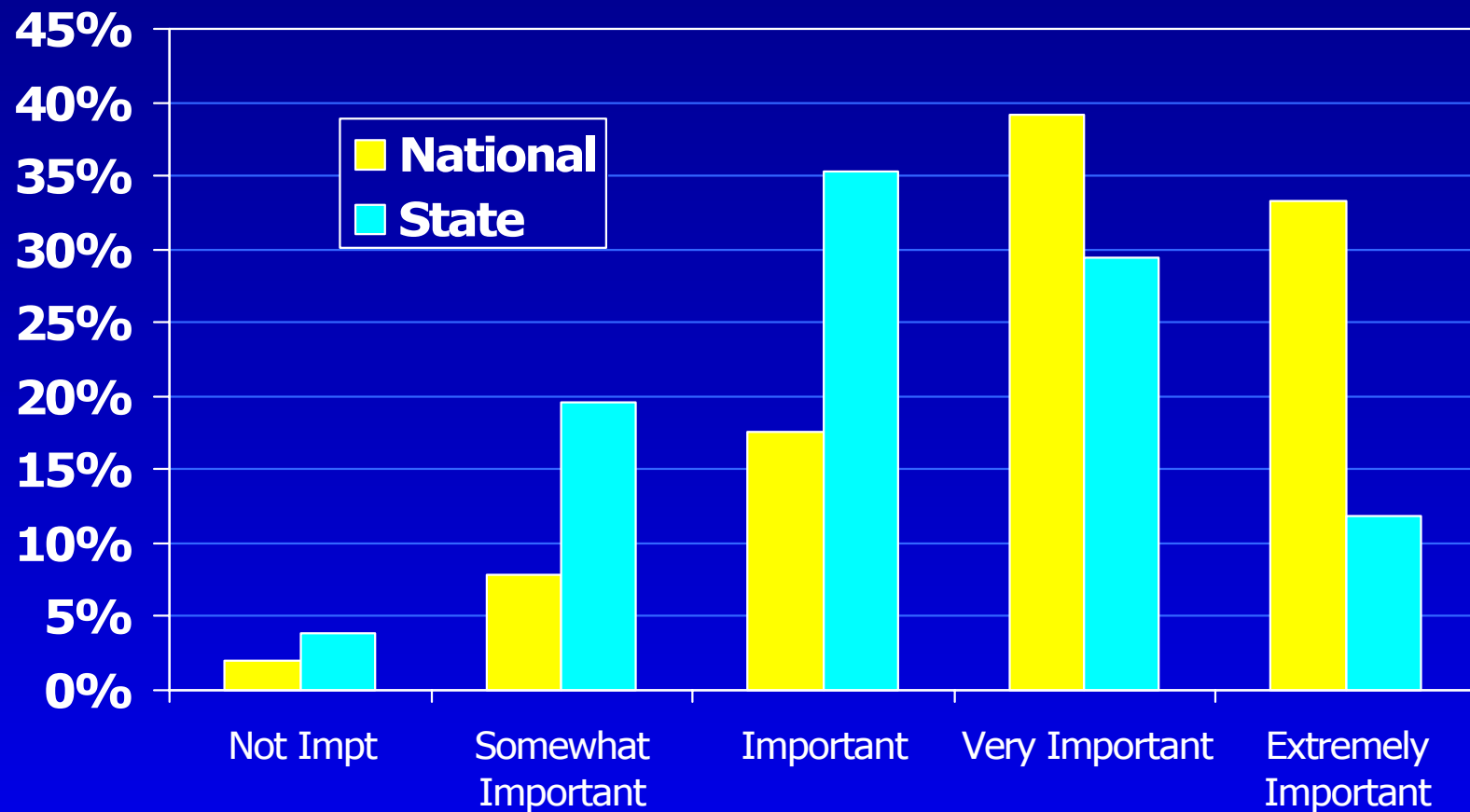


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## Indicators - Issues

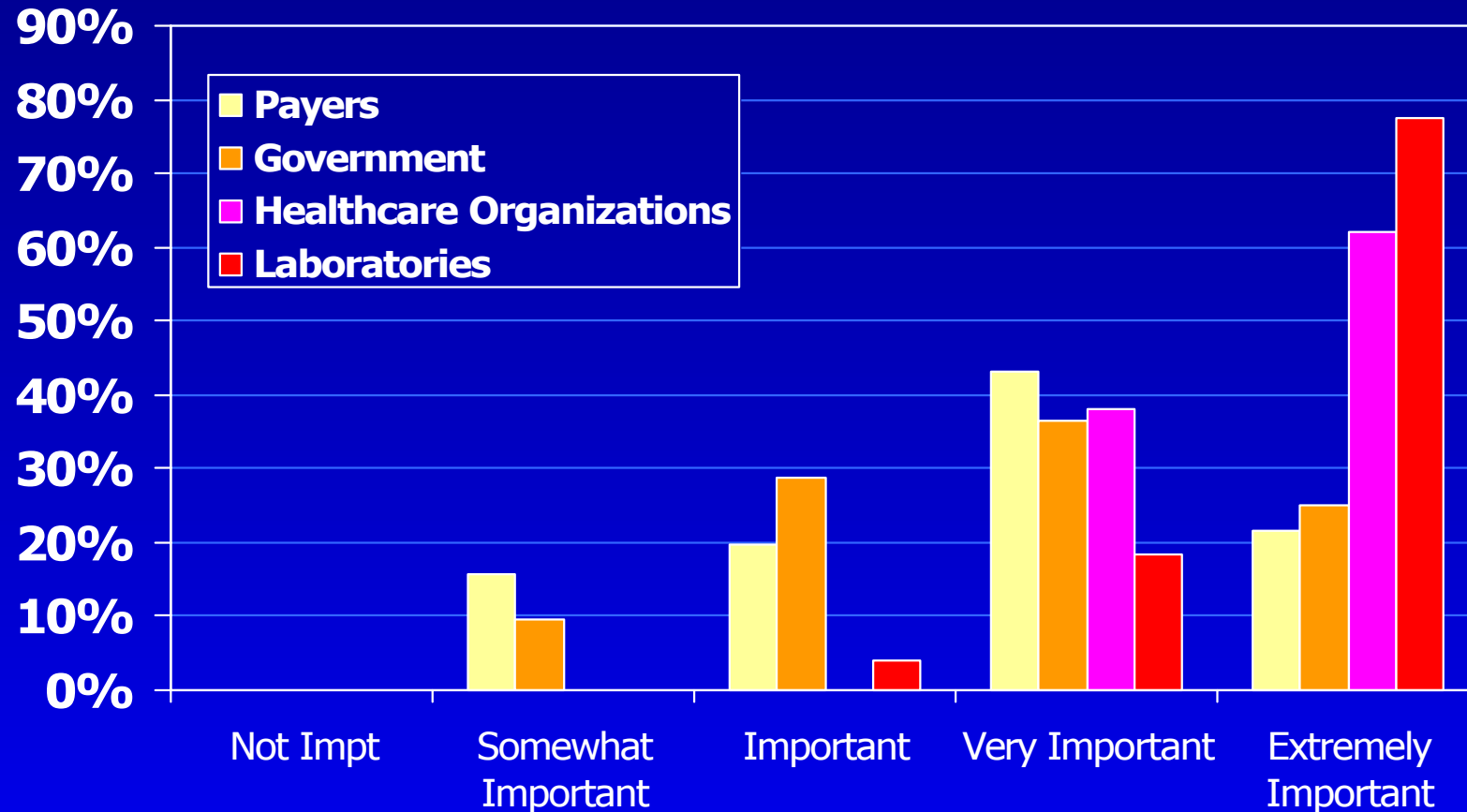
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# Stronger Preference QI For National Rather Than State Level Reporting



Comment: State specific indicators may be important because of individual state requirements.

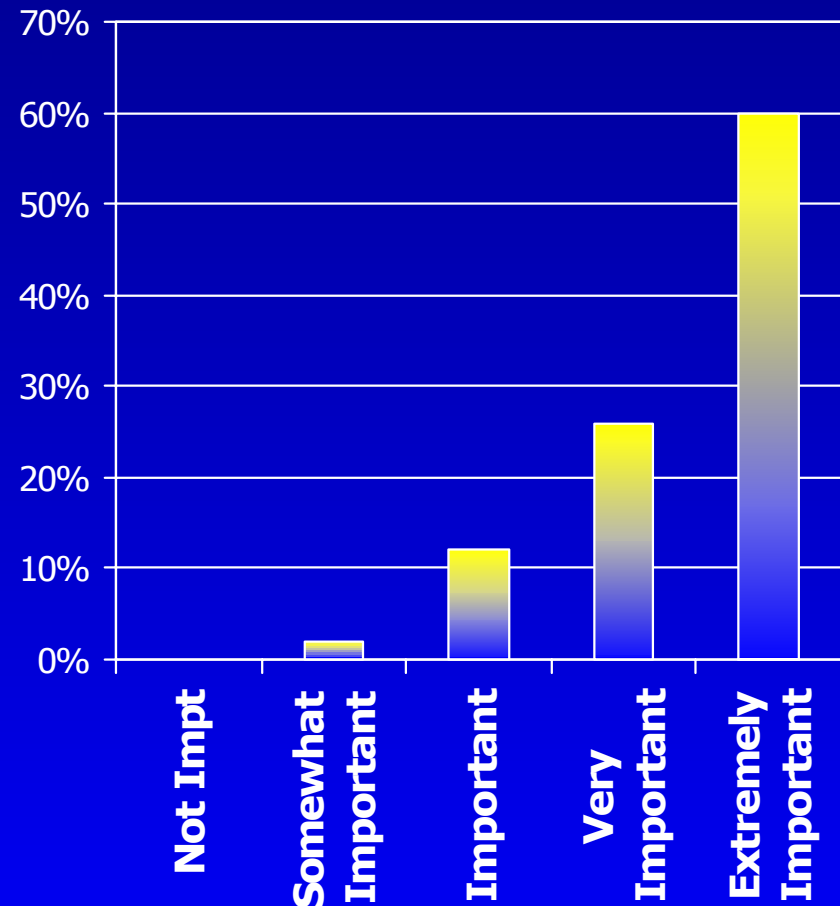
# QIs Are Useful For Different Stakeholders To Different Degrees



Laboratories and Healthcare Organizations have the patient's interest at heart. Sharing with others engenders "payer paranoia" on behalf of providers.

# Timeliness Should Be Considered As A Quality Indicator

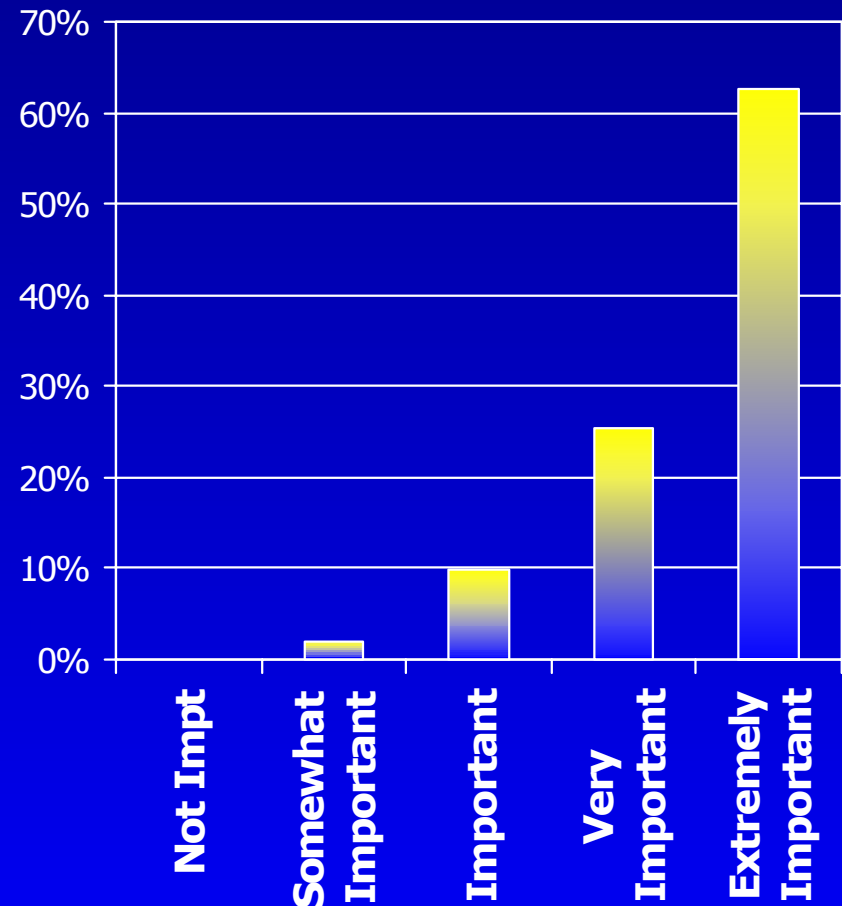
- Certain specificities
  - Patient care needs
  - Condition
  - Test
- Geographic considerations



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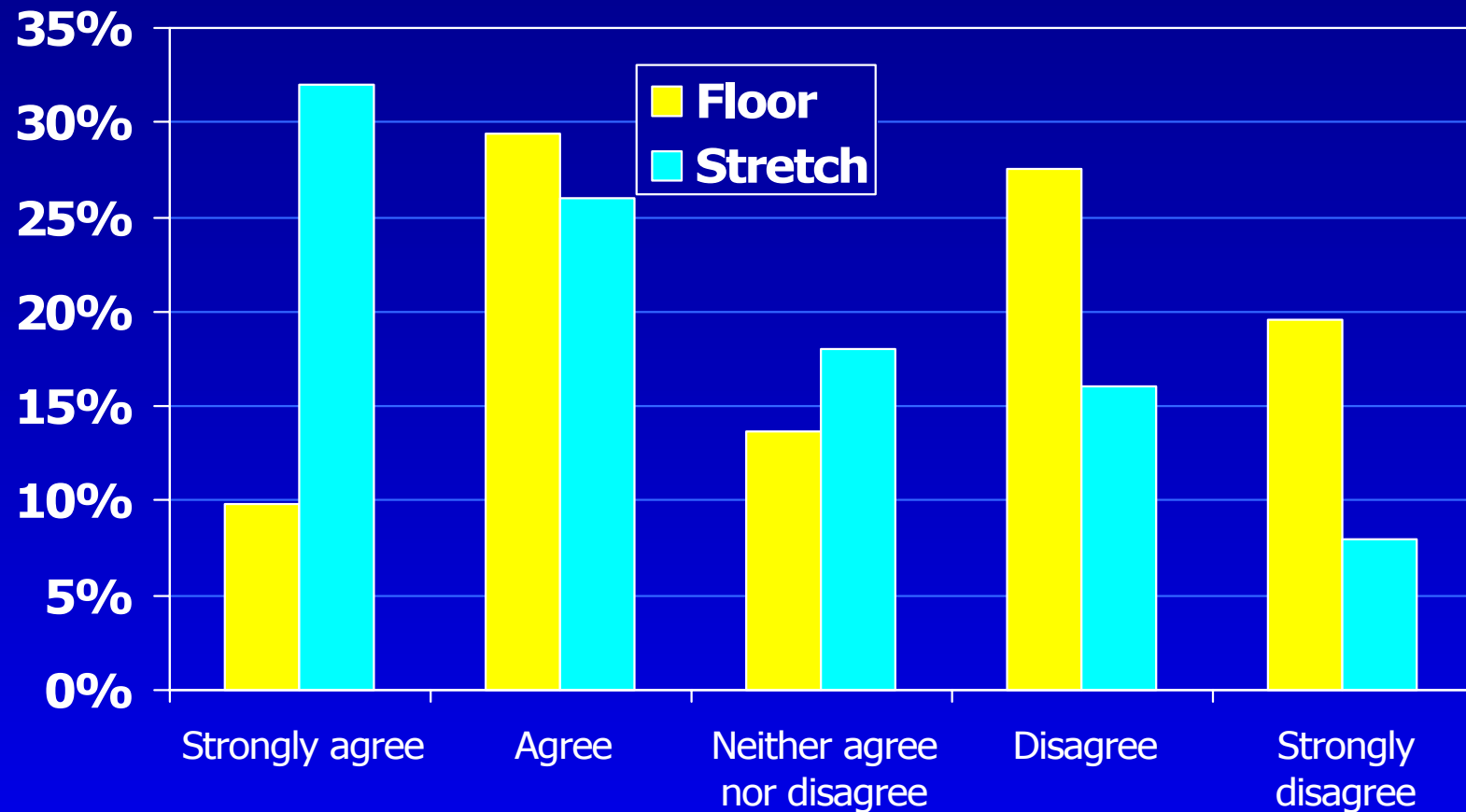
# Almost All Agree That Trended Data Are Essential For QIs

- Need a baseline from which to judge performance over time



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# There's Lack Of Clarity Regarding Whether QIs Should Define The Floor Or Set A Stretch Goal



Comment: We are talking about indicators, not standards  
(thresholds not defined before indicators selected)

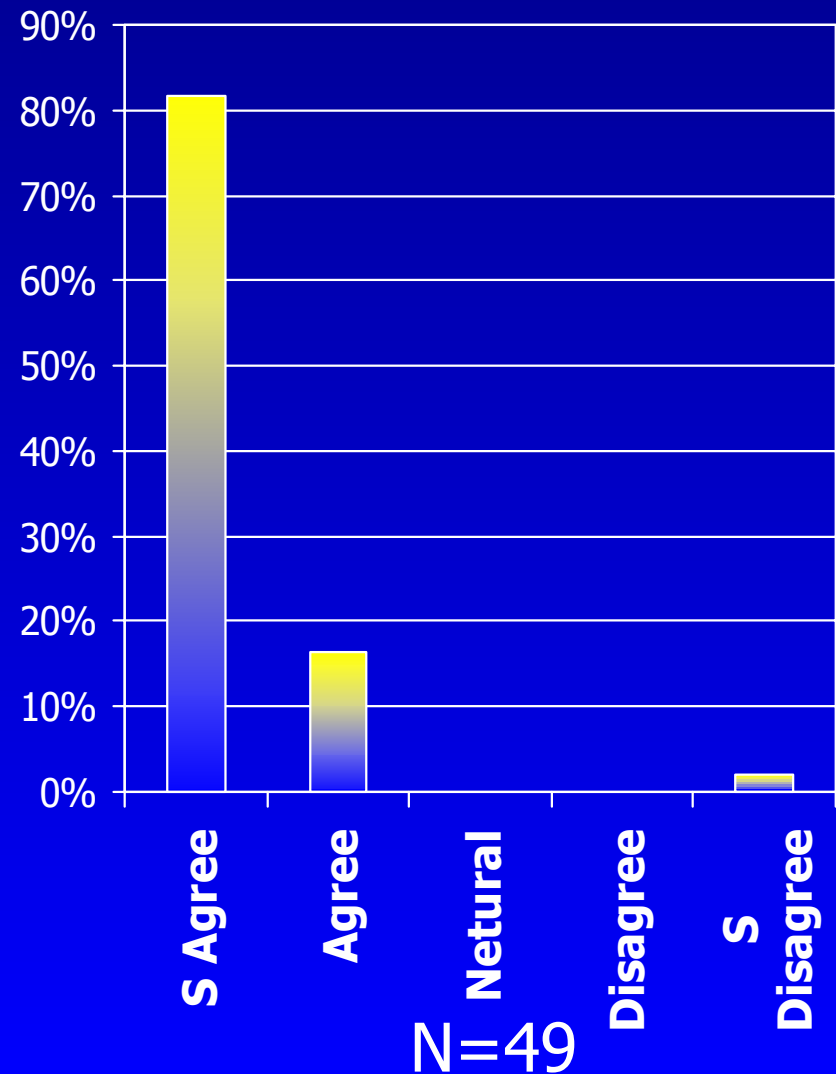
# We Struggled With Some Issues

- Should QIs be the same in larger, more complex laboratories?
  - Larger and complex are different concepts
  - Should be defined based on services offered
- The rural/urban distinction did not seem relevant
  - Consideration should be given to testing complexity, not geographic/demographic considerations
- Proficiency testing and onsite inspections challenge different concepts; they need to be split to be relevant



# There Was Strong Agreement That QIs Should Be Developed For Pre- and Post-Analytic Components

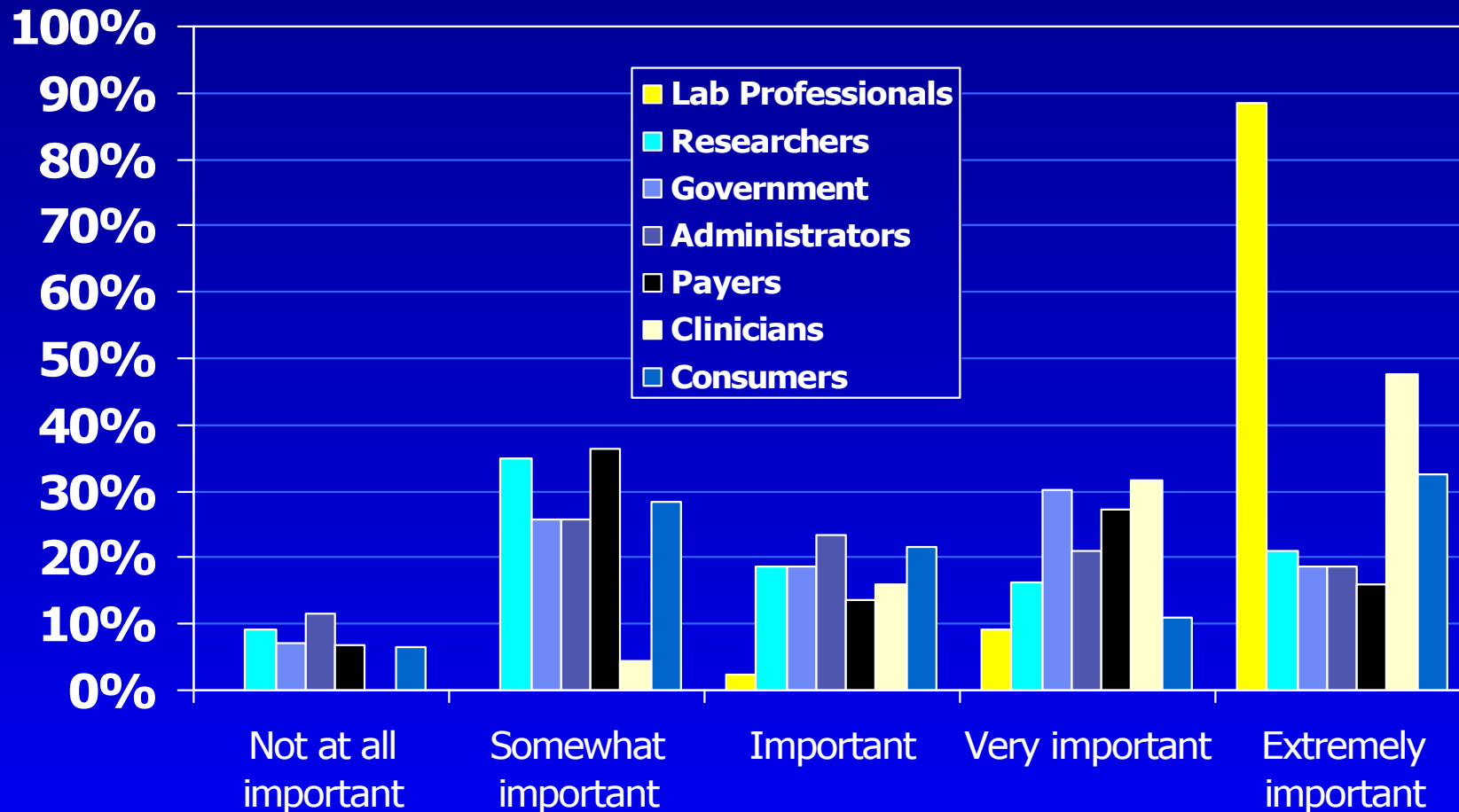
- At least we could agree on something!



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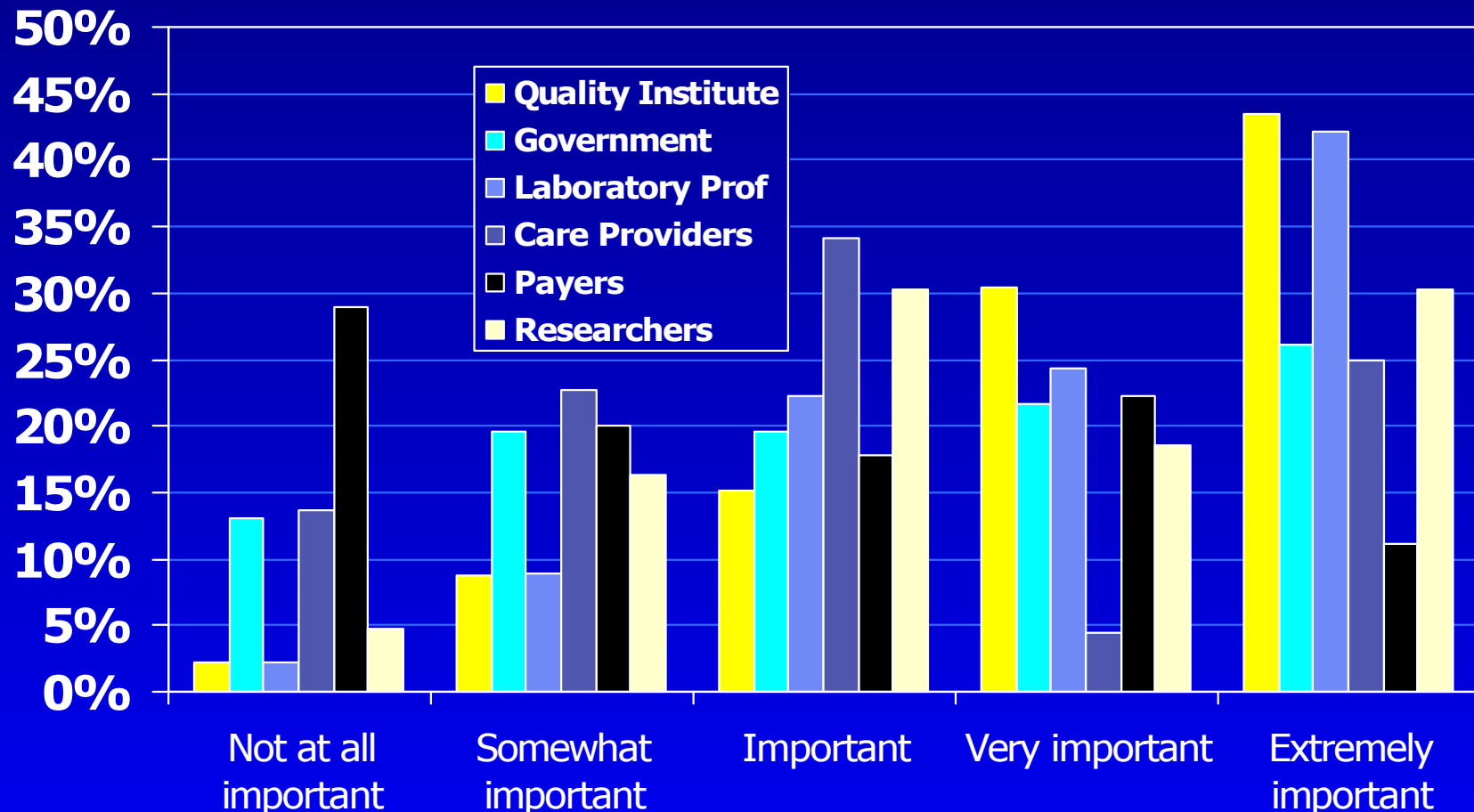
# Interdisciplinary Involvement Is Essential: Laboratorians and Clinicians Must Be At The Head Of The Table



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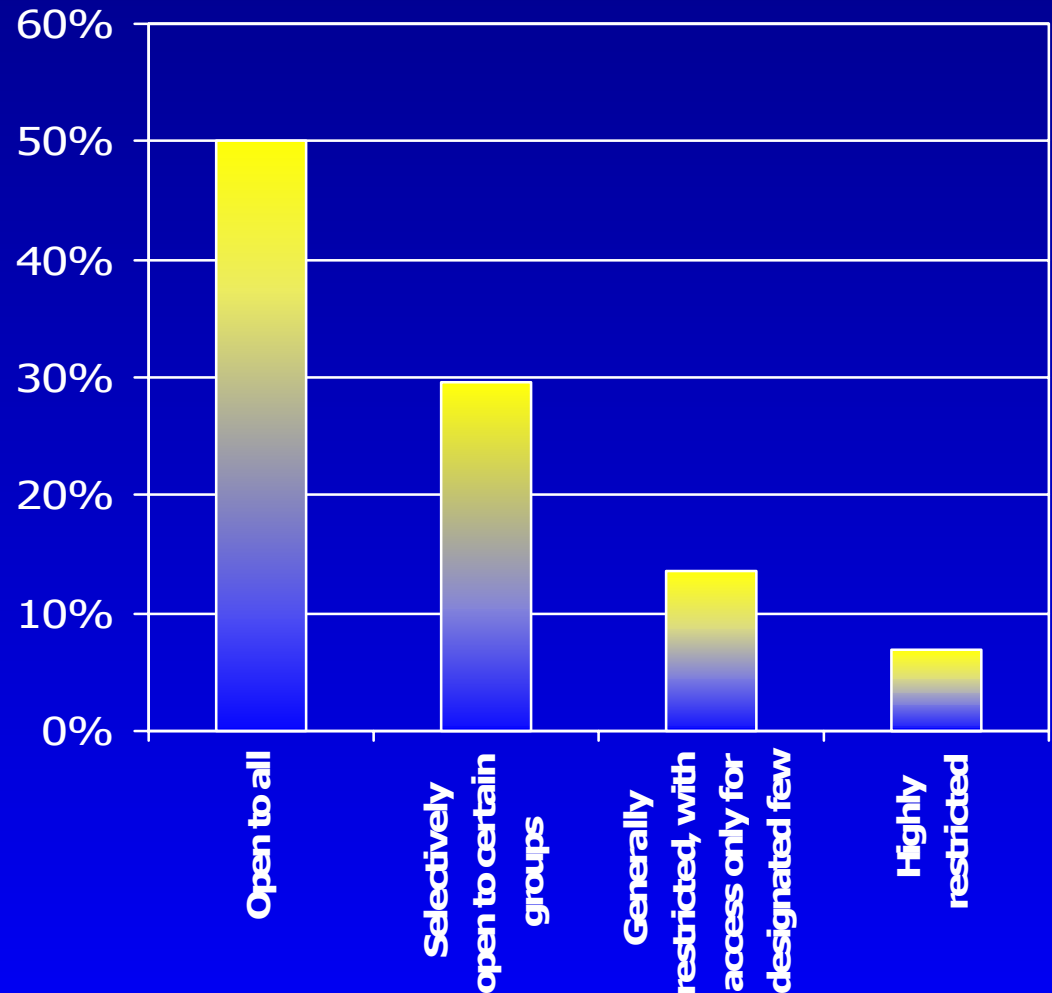
# There Was Lack Of Clarity Regarding Who Should Have Access To Original QI Data



Privacy, trust, and confidentiality issues were discussed  
Research: Health services or basic researchers

# Based On The Quality Chasm Report, Most Favored Fairly Open Access To Data

- To what level of detail should the data be open?
- Is access free or available at a price?
- Should there be different levels of access for different stakeholders?
- A little knowledge is a dangerous tool!

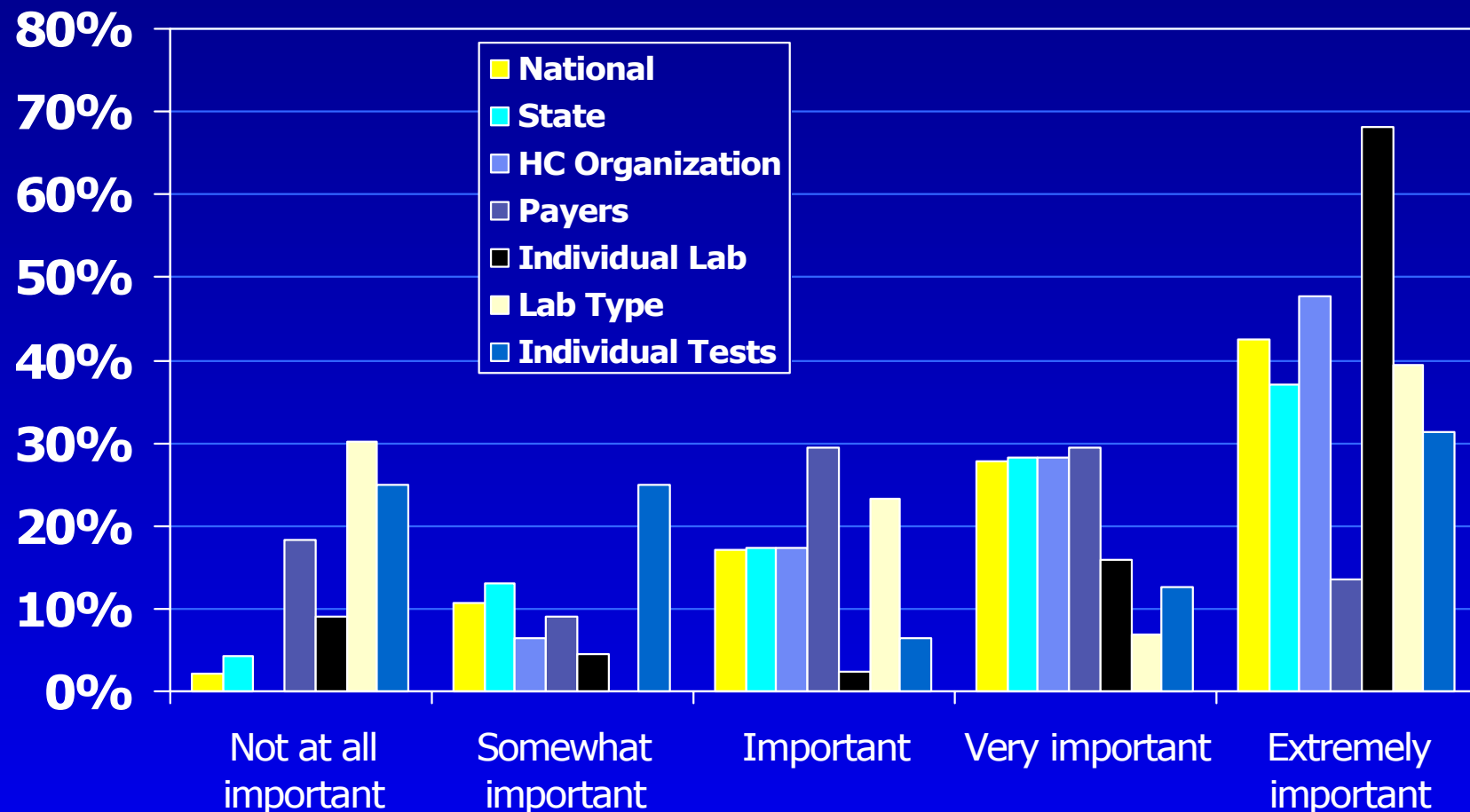


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# While Important To Most, There Is Some Variation In Perceived Importance of QIs



There were two question errors – one group corrected it, the other discarded the questions.

Laboratory type: OSCAR definition, clinical discipline



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# Facilitators and Barriers To QIs Are Two Sides Of The Same Coin?

- Is the cure worse than the disease?
  - Added Value vs. Another Burden
- A competent workforce is essential
- Needs the buy in from all stakeholders
- Requires national leadership support
- Where will the resources arise?
  - The business case for QIs
- Is it feasible to collect the required data?
  - Requires clear, uniform data definitions and systems for data collection